



Natural Disaster Assistance for Missouri Citizens

Disaster Response Guidance for Public Drinking Water and Wastewater Systems

1-800-361-4827

1/2005

Department of Natural Resources fact sheet

The following information is intended to provide initial emergency guidance to the operators, owners and employees of both publicly and privately owned facilities that produce and distribute drinking water or collect and treat wastewater. Facilities damaged or out-of-service because of a disaster situation should follow their own emergency plan and procedures. If no plan is available, or for further support and guidance, individuals should contact an office listed in the emergency telephone numbers section of this document.

Disaster Response: First Steps

- Implement your emergency response plan.
- Contact the Department of Natural Resources' regional office serving you for further information. See the regional office map at www.dnr.mo.gov/regions/regions.htm for a listing of the regional office nearest you.
- Consult the resource list at the end of this document.

Restoring Service

When attempting to restore service, be aware of potential hazards. Use the "buddy system." Exercise caution with respect to the following:

- Confined spaces – use personal protection when entering. Test atmosphere for toxic or explosive gases and oxygen levels. If in doubt, ventilate or don't enter.
- Electrical hazards
- All underground utilities
- Hazardous chemicals, such as chlorine
- Biological hazards, such as bacteria and viruses
- Potential for back injuries
- Possibility of cave-ins or collapse of trenches
- Structural damage and the potential for failure of a damaged structure
- Fire or potential for fire

Remember that safe operations always take precedence over short cuts. Time saved is not worth a life lost or serious personal injury.



The following numbers are answered 24 hours a day, 7 days a week:

Missouri Department of Natural Resources'	
Environmental Emergency Response	(573) 634-2436
Missouri Highway Patrol Headquarters	(573) 751-3313
U.S. Environmental Protection Agency	(913) 281-0991
U.S. Army Corps of Engineers	
Kansas City District	(816) 426-6320
CHEMTREC—Hazardous materials information	1-800-424-9300
National Response Center—oil and chemical	
spills; terrorist threats	1-800-424-8802
National Weather Service, Kansas City	(816) 540-6125
National Weather Service, St. Louis	(636) 447-1887
National Weather Service, Springfield	(417) 869-4491

The following numbers are answered during normal business hours:

Department of Natural Resources	1-800-361-4827
Department of Natural Resources' Water Protection Program	
Public Drinking Water Branch	(573) 751-5331
Department of Natural Resources' Water Protection Program	
Water Pollution Branch	(573) 751-1300
Department of Natural Resources' Regional Offices	
Kansas City	(816) 622-7000
Macon	(660) 385-8000
Poplar Bluff	(573) 840-9750
St. Louis	(314) 416-2960
Springfield	(417) 891-4300
State Emergency Management Operations Center	(573) 751-9500
(After hours)	(573) 751-9512
Mo. Dept. of Health and Senior Services	(866) 628-9891
Mo. Rural Water Association	(573) 657-5533
Mo. Water and Wastewater Conference	(573) 761-0376
International Bottled Water Association	1-800-WATER-11

For publications on restoring services after disasters, please call the Department of Natural Resources' Environmental Assistance Office at 1-800-361-4827, Monday through Friday, 8 a.m. to 5 p.m.

For More Information Contact

Department of Natural Resources
P.O. Box 176
Jefferson City, MO 65102-0176
1-800-361-4827 or (573) 751-3443
www.dnr.mo.gov



MISSOURI DEPARTMENT OF NATURAL RESOURCES

DEPARTMENTAL OFFICES

Kansas City Area

- **Kansas City Urban Outreach Office**
4750 Troost Avenue
Kansas City, MO 64110
(816) 759-7313
FAX (816) 759-7333
- **Kansas City Regional Office**
500 NE Colbern Rd
Lee's Summit, MO 64086-4710
(816) 622-7000
FAX: (816) 622-7044
- **Department of Energy
Kansas City Plant / DNR - AIP**
2000 E. Bannister Rd.
P.O. Box 410202
Kansas City, MO 64141-0202
(816) 997-5790
FAX: (816) 997-3261

Northeast Area

- **Northeast Regional Office**
1709 Prospect Dr.
Macon, MO 63552-2602
(660) 385-8000
FAX: (660) 385-8090
- **Mississippi River Project Office**
Wakonda State Park
Rt 1 Box 242
LaGrange, MO 63448
(573) 655-4178
FAX: (573) 655-8852

St. Louis Area

- **St. Louis Urban Outreach Office**
4030 Chouteau 6th Floor
St. Louis, MO 63110
(314) 340-5900
FAX (314) 340-5904
- **St. Louis Regional Office**
7545 S. Lindbergh, Ste 210
St. Louis, MO 63125
(314) 416-2960
FAX: (314) 416-2970
- **Franklin County Satellite Office**
Meramec State Park
Hwy 185 S.
Sullivan, MO 63080
(573) 860-4308
FAX: (573) 468-5051
- **Hazardous Waste Field Office**
917 N. Hwy 67, Ste. 104
Florissant, MO 63031
(314) 877-3250 or 3251
FAX: (314) 877-3254
- **Jefferson County Satellite Office**
Eastern District Parks Office
Hwy 61
Festus, MO 63028
(636) 931-5200
FAX (636) 931-5204

St. Louis Area (continued)

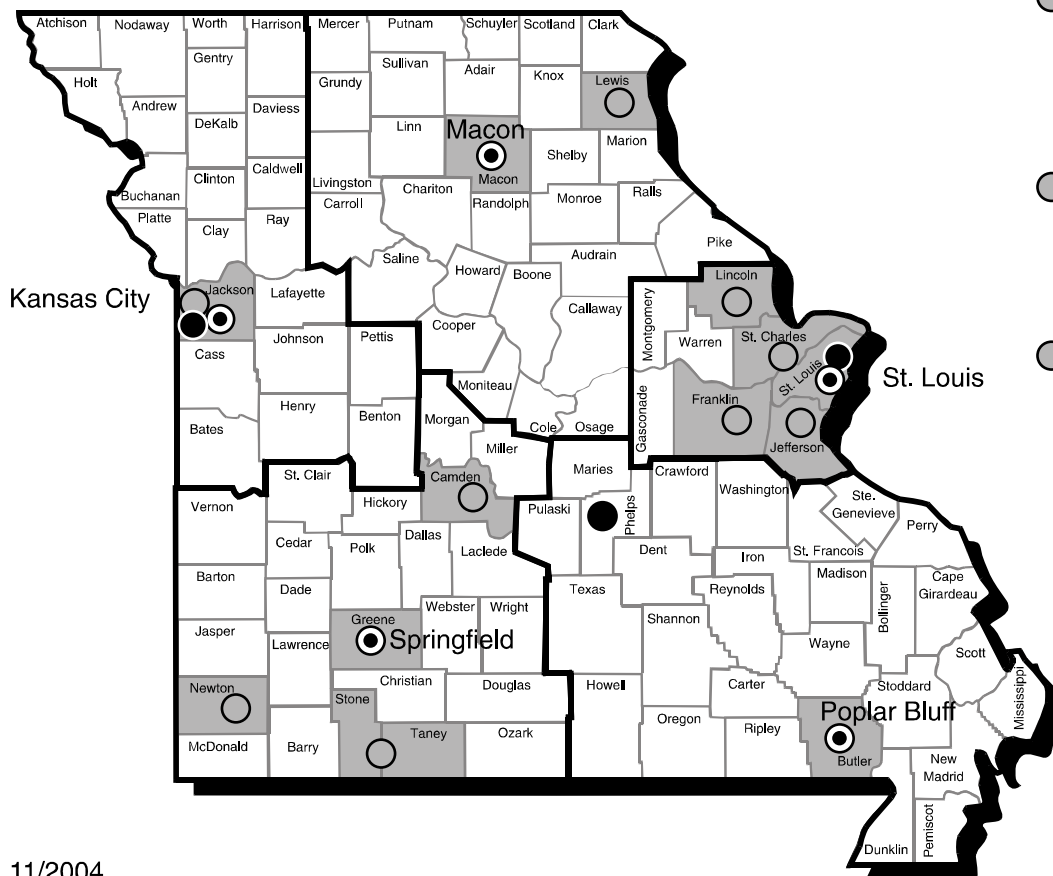
- **Lincoln County Satellite Office**
Cuivre River State Park
678 State Rt. 147
Troy, MO 63379
(636) 528-4779
FAX: (636) 528-5817

Southeast Area

- **Southeast Regional Office**
2155 North Westwood Boulevard
Poplar Bluff, MO 63901
(573) 840-9750
FAX: (573) 840-9754
- **Geological Survey and Resource
Assessment Division**
111 Fairgrounds Rd
P.O. Box 250
Rolla, MO 65402
(573) 368-2100
FAX: (573) 368-2111

Southwest Area

- **Southwest Regional Office**
2040 W. Woodland
Springfield, MO 65807-5912
(417) 891-4300
FAX: (417) 891-4399
- **Lake of the Ozarks Satellite Office**
Camden County, 5568 A Hwy 54
Osage Beach, MO 65065
Mailing address:
2040 W. Woodland
Springfield, MO 65807-5912
(573) 348-2442
FAX: (573) 348-2568
- **Neosho / Joplin Area Satellite Office**
1900 S. 71 Highway
Neosho, MO 64850
(417) 455-5155
FAX: (417) 455-5157
Mailing address: 2040 W. Woodland
Springfield, MO 65807-5912
- **Taney / Stone County Satellite Office**
Table Rock State Park
5272 State Hwy 165
Branson, MO 65616
(417) 337-9732



For more information on
the department, visit
www.dnr.mo.gov
call 1-800-361-4827
or write to
P.O. Box 176
Jefferson City, MO 65102-0176.